



STATE OF CALIFORNIA DEPARTMENT OF MOTOR VEHICLES
OPEN EXAMINATION FOR
MOTOR VEHICLE FIELD REPRESENTATIVE

MONTHLY SALARY RANGE A \$2130 - 2998

PARTICIPATING REGION(S)	Regions participating in this examination are listed on the attached page. <div>6MV22-28</div>
FINAL FILE DATE	Applications must be submitted by the final file date listed below. Applications postmarked, personally delivered, or received via interoffice mail after the final file date will not be admitted into the examination. <div>FINAL FILE DATE: August 31, 2006</div> <div>December 9, 2006</div>
WRITTEN TEST DATE	Candidates who meet the requirements for admittance (minimum qualifications), will be mailed a Notice of Testing to inform the candidates of the date, time and location of testing.
TESTING PERIOD	The testing period for this classification is 12 months. You may apply for the examination at any time. Once you have taken the examination, you may not reapply for 12 months.
WHO MAY APPLY	Persons who meet the minimum qualifications as stated. This is an open examination. Applications will NOT be accepted on a promotional basis.
IDENTIFICIATION REQUIRED	Bring your photo identification or two forms of signed identification.
HOW TO APPLY	<div>GO TO ONE OF THE DEPARTMENT OF MOTOR VEHICLES (DMV) OFFICES SHOWN ON THE ATTACHED DOCUMENT AND PICK-UP A SPECIAL COMPUTERIZED EXAMINATION STATE APPLICATION AND INSTRUCTION PACKET.</div> <div>THE APPLICATION MUST BE POSTMARKED BY: AUGUST 31, 2006</div> <div>Carefully read the instructions and complete the application. Place the correct postage on the envelope provided for you. (DMV will not pay postage.) The application should only be sent to the address shown on your Candidate Instruction Sheet provided to you in the packet. Applications will not be accepted by mail at any other DMV office. Candidates who fail to complete the Computerized application correctly will be eliminated from the examination.</div> <div>Mail the application to:</div> <div>See Candidate Instruction Sheet for your Region Delegated Testing Office address.</div> <div>NO RESCHEDULES OR MAKE-UPS WILL BE ALLOWED.</div> <div>NO OTHER APPLICATION FORM WILL BE ACCEPTED FOR ANY REASON.</div> <div>SPECIAL NOTE: A personal history and background questionnaire must be approved by the department prior to consideration for appointment. Successful candidates will be sent the questionnaire prior to initial contact and completion of the questionnaire is mandatory.</div>
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box of the Examination Application. You will be contacted about specific arrangements.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<div>NOTE: All applicants must meet the education and/or experience requirements for this examination by the written test date.</div> <div>The following patterns may be combined proportionately to meet the overall experience requirement:</div> <div>Either I</div> <div>In the California state service, one year of experience performing clerical duties at a level of responsibility equivalent to Office Assistant (General), (Typing).</div> <div>Or II</div> <div>Experience: One year of clerical experience involving direct customer service contact such as that found in private sector retail sales settings. Academic education above the twelfth grade may be substituted on the basis of either (a) one year of general education being equivalent to six months of experience or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.</div> <div>AND</div> <div>Education: Either equivalent of completion of the twelfth grade, or completion of a business school program, such as those offered through the Manpower Development and Training Act.</div>
ADDITIONAL DESIRABLE QUALIFICATION	Ability to type 23 words per minute.
SPECIAL PERSONAL CHARACTERISTICS	Ability to work with the public so as to create a public service image of courtesy, friendliness, efficiency and effectiveness. Ability to communicate effectively in English.
POSITION DESCRIPTION AND LOCATION	<div>Under direction, provides service to the public in the issuance of driver licenses, vehicle registrations and occupational licenses; interprets the provision of the Vehicle Code and the regulations, policies, and procedures of the Department of Motor Vehicles (DMV) pertaining to the licensing of drivers, registering of vehicles and vessels, licensing of vehicle dealers, manufacturers, and dismantlers, post-licensing services; issues driver licenses and vehicle and vessel registrations using manual and automated systems. A majority of the positions for this classification are filled on a permanent intermittent basis and may require working extended hours and Saturdays.</div> <div>Positions exist throughout the State.</div> <div>Written Test will be conducted throughout the State.</div>
	See reverse side for additional information.
MOTOR VEHICLE FIELD REPRESENTATIVE EXAMINATION	<div>BULLETIN RELEASE DATE: August 17, 2006</div> <div>CZ90-1897</div> <div>DP/Region DTC</div> <div>This examination will consist of a written test weighted 100.00%. Candidates must achieve a passing score on each segment of the written test and attain an overall minimum score of 70%, in order to be placed on the eligible list.</div>

INFORMATION

CALCULATOR
USAGE
EXAMINATION
SCOPE

HAND-HELD CALCULATORS WILL BE PERMITTED, BUT WILL NOT BE PROVIDED BY THE DEPARTMENT
NOTE: CELL PHONES, PALM PILOTS, AND OTHER ELECTRONIC DEVICES MAY NOT BE USED AS A CALCULCULATOR DURING THE EXAMINATION.

WRITTEN TEST - WEIGHTED 100.00%

In evaluating the candidates' knowledge, skills, and abilities, the examination has been developed to measure each candidate's:

- A. **Knowledge of:**
1. Sentence structure and spoken language rules for the English language to formulate proper sentences, speak in a correct and understandable manner to a variety of audiences, and understand the verbal communication of others speaking English.
 2. Proper spelling, grammar, punctuation, and sentence structure for the English language to ensure that prepared and/or reviewed written materials (e.g. Statement of Facts) are complete, succinct, and free of writing errors.
- B. **Skill to:**
1. Interact effectively with co-workers, supervisors, other departmental employees, and staff from other agencies to complete licensing and registration transactions.
 2. Evaluate situations accurately to take effective action at the appropriate time.
 - 3.. Read and understand detailed written information pertaining to the licensing and registration of motor vehicles (e.g., vehicle titles, manuals, memos containing law changes, court documents, accident reports, vision reports, medical reports, driving records).
 4. Apply policies and procedures regarding licensing and registration processes.
 5. Adhere to office policies and procedures.
 6. Calculate basic mathematics (i.e., addition, subtraction, multiplication, and division, decimals, percentages) to determine transaction fees, ensure that appropriate fee amounts have been received, make correct change when receiving payment in cash, determine driver point counts, balance cash drawer, tally travel mileage, and tally timesheet hours.
 7. Count money, including bills and coins, to make appropriate change for collected fees, balance a cash drawer, and determine the amount of money in a bank deposit.
 8. Perform cashiering transactions involving the collection and disbursement of money, as well as the issuance of receipts for such transactions.
 9. Read and understand the English language to respond to letters from customers, utilize reference manuals (e.g., Vehicle Code Book, Registration Manual, Driver's Licensing Manual, Polk's Manuals), and ensure the legibility of documents.
- C. **Ability to:**
1. Work as a team member in a team environment for the completion of licensing and registration transactions.

ELIGIBLE LIST
INFORMATION

A departmental open list will be established for the Department of Motor Vehicles. The list will be abolished 12 months after it is established unless the needs of the services and/or conditions of the list warrant a change in this period. Candidates may only be tested once in a 12-month period. This 12-month period begins from the effective date of the eligible list (Written Test Date). Names of successful competitors are merged onto the eligible list in order of final score.

VETERANS
AND
CAREER
POINTS

Veteran's preference points will be added to the final score of all open competitors in this examination who qualify for and have requested these points and who are successful in this examination. (See "General Information" on this bulletin for information regarding veteran's preference points.)

Career credits will not be granted in this examination

GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Motor Vehicle's Delegated Testing Office (See attachment for your designated delegated testing number) three days prior to the written test date if the candidate has not received a Notice of Testing. If a candidate's Notice of Testing fails to reach the candidate prior to the day of the test, due to a postal error, the candidate will be rescheduled upon written verification.

A Computerized Examination State application will be used for this examination. The application will only be available at the sites listed on the attachment.

To participate in this examination, the candidate must meet the requirements stated on the reverse side of this announcement. Meeting the entrance requirements does not assure a place on the eligible list. The candidate's performance will be compared with that of the other candidates. Candidates who pass this examination will be ranked according to their written test scores.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the service if the circumstances, under which this examination was planned, change. Such revisions will be in accord with civil service laws and rules.

Eligible Lists: The prior Motor Vehicle Field Representative (MVFR) employment list established by competitive examination will automatically be abolished upon the effective date of a new employment list. The eligible list will expire 12 months as shown on the reverse side of this announcement. At the discretion of the Department of Motor Vehicles, employment lists for the MVFR may be extended to a maximum period of four years at which time the list is abolished as mandated by Government Code 18901a. Veteran's preference credits will be added to the final score of all competitors who are successful in this examination and who have requested and qualify for these points. Due to changes in the law, effective August 21, 1994, candidates must reapply even if veterans eligibility was previously established with the State Personnel Board.

Examination Locations: Each region within the Department of Motor Vehicles may conduct an examination for the Motor Vehicle Field Representative. The written test will be arranged at sites within the region, and maybe limited or extended as the number of candidates or conditions warrant.

General Qualifications: Candidates must possess essential personal qualifications, including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history. Fingerprinting may be required.

Veterans preference credits will be added to the final score of those competitors who are successful in this examination and who qualify for, and have requested the points. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGILBE TO RECEIVE VETERANS' CREDITS. Directions for applying for veterans preference are on the Veterans Preference Application form (Form 1093) which is available from State Personnel Board offices, written test Proctors, and the Department of Veterans Affairs, P.O. Box 942859, Sacramento, CA 94295-0001.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

California Relay Telephone Service for the deaf or hearing impaired
from TDD Phones: 1-800-735-2929
from Voice Phones: 1-800-735-2922

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT.

Department of Motor Vehicles Statewide Field Office Sites for Application Pick-up.

Delegated Exam Phone Line (530) 225-2104

REGION I: Alturas, Auburn Chico, Colusa, Corte Madera, Crescent City, Eureka, Fall River, Mills, Fort Bragg, Garberville, Grass Valley, Lakeport, Mount Shasta, Napa, Novato, Oroville, Paradise, Petaluma, Quincy, Red Bluff, Redding, Roseville, Rocklin, Santa Rosa, South Lake Tahoe, Susanville, Truckee, Ukiah, Weaverville, Willows, Yreka, Yuba City

APPLICATION PICK-UP SITES

Alturas Field Office 903 West C Street Alturas, CA 96101	Auburn Field Office 11722 Enterprise Drive Auburn, CA 95603	Chico Field Office 500 Cohasset Rd #31 Chico, CA 95926	Colusa Field Office 305 Fremont Street Colusa, CA 95932
Corte Madera Field Office 75 Tamal Vista Blvd Corte Madera, CA 94925	Crescent City Field Office 1475 Parkway Drive Crescent, City, CA 95531	Eureka Field Office 322 West 15 th Street Eureka, CA 95501	Fall River Mills Field Office 43467 Highway 299 E Fall River Mills, CA 96028
Fort Bragg Field Office 410 S. Franklin Street Fort Bragg, CA 95437	Garberville Field Office 1180 Evergreen RD Ste A Redway, CA 95560	Grass Valley Field Office 890 Sutton Way Grass Valley, CA 95945	Lakeport Field Office 965 Parallel Drive Lakeport, CA 95453
Mount Shasta Field Office 154 Morgan Way Mount Shasta, CA 96067	Napa Field Office 2550 Napa Valley Corp. Dr Napa, CA 94558	Novato Field Office 936 7 th Street, Ste A Novato, CA 94947	Oroville Field Office 775 Mitchell Avenue Oroville, CA 95965
Paradise Field Office 5921 Clark Rd, Ste A Paradise, CA 95969	Petaluma Field Office 715-J Southpoint Blvd Petaluma, CA 94954	Quincy Field Office 80A Main Street Quincy, CA 95971	Red Bluff Field Office 675 Monroe Street Red Bluff, CA 96080
Redding Field Office 2135 Civic Center Drive Redding, CA 96001	Rocklin Field Office 4240 Rocklin Road #12 Rocklin, CA 95677	Roseville Field Office 222 Harding Blvd Roseville, CA 95678	Santa Rosa Field Office 2570 Corby Avenue Santa Rosa, CA 95407
S. Lake Tahoe Field Office 3344 Lake Tahoe Blvd, Ste B S. Lake Tahoe, CA 96150	Susanville Field Office 2615 Main Street Susanville, CA 96130	Truckee Field Office 11357 Donner Pass Rd, Ste I Truckee, CA 96161	Ukiah Field Office 542 South Orchard Ave Ukiah, CA 95482
Weaverville Field Office 1261 Main Street Weaverville, CA 96093	Willows Field Office 815 North Humboldt Ave Willows, CA 95988	Yreka Field Office 1848 South Fort Jones Road Yreka, CA 96097	Yuba City Field Office 1570 Poole Blvd Yuba City, CA 95993

Delegated Exam Phone Line (925) 417-8855

REGION II: Capitola, Daly City, Fremont, Gilroy, Hayward, Hollister, King City, Los Gatos, Mountain View, Oakland, Oakland Coliseum, Pleasanton, Redwood City, Salinas, San Francisco, San Jose, San Mateo, Santa Clara, Santa Teresa, Seaside, Watsonville

APPLICATION PICK-UP SITES

Oakland Field Office 5300 Claremont Ave Oakland, CA 94618	Hayward Field Office 150 Jackson St Hayward, CA 94544	Capitola Field Office 4200 Capitola Rd Capitola, CA 95010	Salinas Field Office 260 E. Laurel Drive Salinas, CA 93906
San Mateo Field Office 425 N. Amphlett Blvd San Mateo, CA 94401	San Francisco Field Office 1377 Fell Street San Francisco, CA 94117	Santa Clara Field Office 3665 Flora Vista Ave Santa Clara, CA 95051	King City Field Office 302 N. 2 nd Street King City, CA 93930

Delegated Exam Phone Line (916) 227-2918

REGION III: Carmichael, Concord, Davis, El Cerrito, Fairfield, Folsom, Jackson, Lodi, Manteca, Modesto, Pittsburg, Placerville, Sacramento, San Andreas, Sonora, South Sacramento, Stockton, Tracy, Turlock, Vacaville, Vallejo, Walnut Creek, Woodland

APPLICATION PICK-UP SITES

Carmichael Field Office 5209 North Ave Carmichael, CA 95608	Placerville Field Office 2919 Cold Springs Rd Placerville, CA 95667	Concord Field Office 2070 Diamond Blvd Concord, CA 94520	Sacramento Field Office 4700 Broadway Sacramento, CA 95820
Davis Field Office 505 Pole Line Rd Davis, CA 95616	San Andreas Field Office 745 Mtn. Ranch Rd San Andreas, CA 95249	El Cerrito Field Office 6400 Manila Ave El Cerrito, CA 94530	Sonora Field Office 885 Morning Star Dr Sonora, CA 95370
Fairfield Field Office 445 Pacific Ave Fairfield, CA 94533	Sacramento Field Office 7226 Florin Mall Dr Sacramento, CA 95823	Folsom Field Office 323-A East Bidwell St Folsom, CA 95630	Stockton Field Office 710 N. American St Stockton, CA 95202
Jackson Field Office 201 Clinton Rd Jackson, CA 95642	Tracy Field Office 324 E. 11 th St #C Tracy, CA 95376	Lodi Field Office 700 E. Pine St Lodi, CA 95240	Turlock Field Office 825 E. Monte Vista Ave Turlock, CA 95382-0444

SEE REVERSE SIDE FOR ADDITIONAL LOCATIONS

REGION III CONTINUED

Manteca Field Office 955 Davis St Manteca, CA 95337	Vacaville Field Office 621 Orange Dr Vacaville, CA 95687	Modesto Field Office 124 Burney St Modesto, CA 95354	Vallejo Field Office 200 Couch St Vallejo, CA 94590
Pittsburg Field Office 1399 Buchanan Rd Pittsburg, CA 94565	Walnut Creek Field Office 1910 N. Broadway Walnut Creek, CA 94596	Woodland Field Office 825 East St #306 Woodland, CA 95776	

Delegated Exam Phone Line (559) 435-1587

REGION IV: Arvin, Bakersfield, Clovis, Coalinga, Delano, Fresno, Fresno North, Hanford, Lake Isabella, Los Banos, Madera, Mariposa, Merced, Porterville, Reedley, Ridgecrest, Shafter, SW Bakersfield, Taft, Tulare, Visalia

APPLICATION PICK-UP SITES

Bishop Field Office 473 S. Main Street Bishop, CA 93514	Hanford Field Office 701 W. Hanford-Armona Rd Hanford, CA 93230	Los Banos Field Office 814 W. L Street Los Banos, CA 93635	Mariposa Field Office 5264 Highway 49 North Mariposa, CA 95338
Ridgecrest Field Office 540 Perdew Avenue #A Ridgecrest, CA 93555			

Delegated Exam Phone Line (714) 993-3987

REGION V: Arleta, Culver City, Glendale, Goleta, Hollywood/Cole, Hollywood/Vine, Lancaster, Lincoln Park, Lompoc, Newhall, North Hollywood CRC, Oxnard, Palmdale, Paso Robles, Santa Barbara, San Luis Obispo, Santa Maria, Santa Monica, Santa Paula, Simi Valley, Thousand Oaks, Van Nuys, Ventura, Winnetka

APPLICATION PICK-UP SITES

Lompoc Field Office 138 North B Street Lompoc, CA 93436	San Luis Obispo FO 3190 S. Higuera Street San Luis Obispo, CA 93401	Ventura Field Office 4260 Market Street Ventura, CA 93003	Thousand Oaks Field Office 1810 Avenida De Los Arboles Thousand Oaks, CA 91362
Winnetka Field Office 20725 Sherman Way Winnetka, CA 91306	Arleta Field Office 14400 Van Nuys Blvd Arleta, CA 91331	Glendale Field Office 1335 W. Glenoaks Blvd Glendale, CA 91201	
Palmdale Field Office 2260 D East Palmdale Blvd Palmdale, CA 93550	Santa Barbara Field Office 535 Castillo Street Santa Barbara, CA 93101	Santa Maria Field Office 523 S. McCelland Street Santa Maria, CA 93454	

Delegated Exam Phone Line (714) 993-3987

REGION VII: Barstow, Costa Mesa, Fontana, Laguna Hills, Needles, Placentia, Redlands, San Bernardino, San Clemente, Santa Ana, Twentynine Palms, Victorville, Westminster

APPLICATION PICK-UP SITES

Barstow Field Office 528 E. Virginia Way Barstow, CA 92311	Costa Mesa Field Office 650 W. 19 th Street Costa Mesa, CA 92627	Fontana Field Office 16499 Merrill Ave Fontana, CA 92335	Laguna Hills Field Office 23535 Moulton Parkway Laguna Hills, CA 92653
Needles Field Office 1040 E. Broadway Needles, CA 92363	Redlands Field Office 1659 W. Lugonia Ave Redlands, CA 92374	San Bernardino Field Office 1310 N. Waterman Ave San Bernardino, CA 92404	San Clemente Field Office 2727 Via Cascadita San Clemente, CA 92672
Santa Ana Field Office 1330 E First Street Santa Ana, CA 92701	Twentynine Palms Field Office 3668 Adobe Rd #G-J Twentynine Palms, CA 92277	Victorville Field Office 14855 Corta Dr. Victorville, CA 92392	Westminster Field Office 13700 Hoover Street Westminster, CA 92683

Delegated Exam Phone Line (714) 993-3987

REGION VIII: Banning, Blythe, Brawley, Chula Vista, East Riverside, El Cajon, El Centro, Escondido, Hemet, Indio, Norco, Oceanside, Palm Springs, Poway, Riverside, San Diego, San Diego Clairemont, San Ysidro, Spring Valley, Temecula

APPLICATION PICK-UP SITES

Chula Vista Field Office 30 North Glover Ave Chula Vista, CA 91910	El Cajon Field Office 1450 Graves Ave El Cajon, CA 92021	El Centro Field Office 233 North Imperial Avenue El Centro, CA 92243	Escondido Field Office 725 No Escondido Blvd Escondido, CA 92025
Hemet Field Office 1200 South State Street Hemet, CA 92543	Indio Field Office 44-480 Jackson Street Indio, CA 92201	Norco Field Office 3201 Horseless Carriage Dr. Norco, CA 92860	Oceanside Field Office 4005 Plaza Dr. Oceanside, CA 92056
Palm Springs Field Office 950 North Farrell Dr. Palm Springs, CA 92262	Riverside Field Office 6280 Brockton Ave Riverside, CA 92506	SD Clairemont Field Office 4375 Derrick Dr. San Diego, CA 92117	Temecula Field Office 27851 Diaz Rd Temecula CA 92590